In the Specification

Please replace the paragraph at page 29, lines 4 through 24 (i.e., the Abstract) with the following paragraph:

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Support and training are provided for a user in operating a software application. A list of task indications are coupled to a GUI window. A graphical overlay is positioned on top of the GUI window and coupled to it. A sequence of instructions associated with a respective task is displayed in the graphical overlay upon selection of a task indication by the user. Each instruction directs attention to a respective selectable graphical area in the GUI window. The user operates a selector coupled to the GUI window, where after selecting a task, the selector is used to select graphical areas in response to the sequence of instructions. Recorded voice files or a text-to-speech synthesizer may be coupled to the sequence of instructions, whereby the instruction being displayed is simultaneously presented audibly to the user. A user's selection of one or more selectable graphical areas in a sequence before his or her selection of a task containing that sequence may result in a list of possible tasks being performed being highlighted automatically. The support and training are well suited for operating a computer controlling a system such as a data communication network, where the tasks displayed in the list of task indications are user-privilege specific.

Amendments to the specification are indicated in the attached "Marked Up Version of Amendments" (page i).

In the Claims

Please amend Claims 1 and 12. Amendments to the claims are indicated in the attached "Marked Up Version of Amendments" (pages ii-iii).

1. (Amended) In a computer, an apparatus for providing software training and technical support to an end user, the apparatus comprising: